



## Canceling Submitted Authorizations using the Cancel Authorization Button

This Quick Reference Guide (QRG) is intended for Providers who utilize the DEEOIC and DFEC programs. It provides step-by-step instructions on how to cancel the submitted authorizations using the new Cancel Authorization button.

1. To select the authorization you want to cancel, within the **Authorization Request List** page select the checkbox next to the desired **Auth Request #**.

<input type="checkbox"/>	Auth Request #	Claimant Case ID	Status	Auth Type	Last Updated
<input type="checkbox"/>	101048538		Approved	Surgical Package	11/29/2022
<input type="checkbox"/>	101048537		Entering	Surgical Package	11/29/2022
<input type="checkbox"/>	101048136		Entering	General Medical	09/16/2022
<input type="checkbox"/>	101048135		Entering	General Medical	09/16/2022
<input type="checkbox"/>	101048034		Entering	Surgical Package	08/22/2022
<input checked="" type="checkbox"/>	101047917		In Review	Surgical Package	07/13/2022
<input type="checkbox"/>	101047916		Approved	Surgical Package	07/18/2022
<input type="checkbox"/>	101047911		Entering	Surgical Package	07/12/2022

2. Select **Cancel Authorization** located at the top of the page.

MyInbox > Authorization Request List

Close Add New Request Get New Task Initiate Correction **Cancel Authorization**

<input type="checkbox"/>	Auth Request #	Claimant Case ID	OWCP Provider ID	Status	Auth Type	Last Updated	Submitted Date	Level	Organization	Distr. Office
<input type="checkbox"/>	101018995			Approved	Surgical Package	05/16/2022	05/12/2022	3	OWCP	FECA - Nations Office
<input type="checkbox"/>	101018947			Approved	Physical Therapy/Occupational	05/09/2022	05/09/2022	3	OWCP	FECA - Nations



## Cancel the Request

If the selected authorization is eligible for cancellation, the system will show a dialog pop-up message to confirm the **Cancel Authorization** action.

3. Select **OK** or **Cancel**, depending on how you want to proceed.

- To proceed with the cancellation, select **OK**. The system will update the authorization status and all corresponding service lines as **Cancelled**.
- To cancel the request, select **Cancel**. The system will ignore the cancel request.

The screenshot shows the eCAMS HCE interface. A dialog box is open, displaying the text: "sit.wcmbp.com says System will cancel all the services requested under this authorization. Do you want to continue?". The dialog has "OK" and "Cancel" buttons. A red circle with the number "3" is overlaid on the dialog. Below the dialog, the "Authorization Request List" table is visible. The table has columns for Auth Request #, Claimant Case ID, OWCP Provider ID, Status, Auth Type, Last Updated, Submitted Date, Level, Organization, District Office, CNSI Reviewer, Program, Claim Examiner/MBE, CE/MBE ID, Auth Request Type, Source, and Assign Date. Two rows are visible, both with a status of "In Review". The first row has an Auth Request # of 101018702 and a Submitted Date of 05/20/2022. The second row has an Auth Request # of 101018280 and a Submitted Date of 05/27/2022. The table also shows filter options and pagination controls.

Auth Request #	Claimant Case ID	OWCP Provider ID	Status	Auth Type	Last Updated	Submitted Date	Level	Organization	District Office	CNSI Reviewer	Program	Claim Examiner/MBE	CE/MBE ID	Auth Request Type	Source	Assign Date
101018702			In Review	Physical Therapy/Occupational Therapy	05/20/2022	05/20/2022	3	OWCP	FECA - National Office	Not Assigned	DFEC	Whitaker, Latonya M	540	Correction	DDE	05/11/2022
101018280			In Review	Physical Therapy/Occupational Therapy	05/27/2022	05/27/2022	3	OWCP	FECA - National Office	Not Assigned	DFEC	Benelli, Allen	380	Correction	DDE	05/11/2022



## Authorization Details

**Notes:** The header section of the **Authorization Details** page will show a new field called **Cancellation Source**. This field displays the source of cancellation for the authorization.

The values that can display in this field are:

- System,
- CE/MBE,
- Operations User, or
- Provider Initiated.

AMS CE  
My Inbox ▾ Provider ▾ Claimant ▾ Authorization ▾ Payment ▾

HCE Profile: DOL Authorization Worker ▾

lyInbox > Authorization Request List

Request Number : 101018702

Update Generate Correspondence Retrieve Correspondence/Attachments Comments View History View E

View Duplicate Authorization

Program: DFEC Authorization Type: Physical Therapy/Occu

Authorization Status: Cancelled Authorization Level: Level 3

Source: DDE Emergency/Urgent Request:

**Cancellation Source: Operations User**

Requestor Information

Initial Request  
 Correction

Original Authorization Number (For Correction): 100915027

Date Requested: 05/20/2022 Requested By: [Redacted]

Claimant Information

**Note:** The **Cancellation Source** field will not display if the **Authorization Status** is not Cancelled.



### Processed Awaiting Decision

**Note:** Only authorizations that are in **In-Review** status (for both DEEOIC and DFEC) or in **Processed Awaiting Decision** status (only for DEEOIC) can be cancelled.

1. Ensure that **only one** authorization is selected for cancellation. If multiple authorizations are selected, the system will display the error message: *“Please select only one authorization for cancellation.”*

The screenshot shows the eCAMS HCE interface. A modal error message is displayed in the center, stating: "sit.wcmbp.com says Please select only one authorization for cancellation." The message has an "OK" button. A red circle with the number "1" is placed over the error message. Below the error message, the "Authorization Request List" is visible. The list has columns for Auth Request #, Claimant Case ID, OWCP Provider ID, Status, Auth Type, Last Updated, Submitted Date, Level, Organization, District Office, CNSI Reviewer, Program, Claim Examiner/MBE, CE/MBE ID, Auth Request Type, and Source. Three rows are visible, with the first two rows selected (checked).

<input type="checkbox"/>	Auth Request #	Claimant Case ID	OWCP Provider ID	Status	Auth Type	Last Updated	Submitted Date	Level	Organization	District Office	CNSI Reviewer	Program	Claim Examiner/MBE	CE/MBE ID	Auth Request Type	Source
<input checked="" type="checkbox"/>	101018995			Approved	Surgical Package	05/16/2022	05/12/2022	3	OWCP	FECA - National Office	Not Assigned	DFEC	Chalmers, Erica	219	Initial Request	DDE
<input checked="" type="checkbox"/>	101018947			Approved	Physical Therapy/Occupational Therapy	05/09/2022	05/09/2022	3	OWCP	FECA - National Office	Not Assigned	DFEC	Tranle, Linda	159	Initial Request	DDE
<input type="checkbox"/>	101018946			Approved	Physical Therapy/Occupational Therapy	05/10/2022	05/09/2022	3	OWCP	FECA - National Office	Not Assigned	DFEC	White, Daina	076	Initial Request	DDE



# Canceling Submitted Authorizations Error Conditions

## Not Eligible for Cancellation

The WCMBP System performs validations to ensure the selected authorization is eligible for cancellation. If the selected authorization is not eligible for cancellation, the system will display an error message:  
*“Cancellation is only allowed for the authorization where all the service lines are in “In-Review” or “Processed Awaiting Decision” status.”*

The screenshot shows the eCAMS HCE interface. A modal error message is displayed over the 'Cancel Authorization' button, stating: "sit.wcmbp.com says Cancellation is only allowed for the authorization where all the service lines are in 'In-Review' status". Below the error message is the 'Authorization Request List' table.

	Auth Request #	Claimant Case ID	OWCP Provider ID	Status	Auth Type	Last Updated	Submitted Date	Level	Organization	District Office	CNSI Reviewer	Program	Claim Examiner/MBE	CE/MBE ID	Auth Request Type	Source
<input checked="" type="checkbox"/>	101018995			Approved	Surgical Package	05/16/2022	05/12/2022	3	OWCP	FECA - National Office	Not Assigned	DFEC	Chalmers, Erica	219	Initial Request	DDE
<input type="checkbox"/>	101018947			Approved	Physical Therapy/Occupational Therapy	05/09/2022	05/09/2022	3	OWCP	FECA - National Office	Not Assigned	DFEC	Tranle, Linda	159	Initial Request	DDE